

On-line Ordering User Guide



The Friendly Face of Rental

June 2009

Getting Started on OLO

Accessing the Lyreco Site

Using the On-Line Ordering System

Customer n° 0001054624
OLO TEST ACCOUNT
1001 RYDALMERE
PARK DEER COURT DEER PARK COURT

My Lists Order Order History Management

Latest: 130.043 BIC CRISTAL BALL POINT BL... x1 1.76 Lines: 3 Total: 14.20

Welcome OLO TEST ACCOUNT

Product Search

Advanced search
Index Search
Consumables Guide

Quick Order

Browse the Catalogue

BOOKS & PADS
BUSINESS MACHINES & ELECTRONICS
CATERING, HYGIENE & SAFETY
COMPUTER SUPPLIES
CONFERENCE & PLANNING
DOCUMENT PRESENTATION
ENVELOPES & POSTROOM
FILING
FURNITURE
LABELS, SIGNAGE & IDENTIFICATION
MACHINE CONSUMABLES
OFFICE STATIONERY
PAPER
RECEPTION, OFFICE & PERSONAL
WRITING & CORRECTION

Contact Information

Choose your delivery address:
Choose your delivery address:

Bill Payer: OLO TEST ACCOUNT
1001 RYDALMERE
Test Lyreco
28 12

Contact Name:

Immediate attention required:
If you are experiencing problems please contact 4753
[Terms and conditions of sale](#)
[View suspended orders](#)

The Customers Account Number and details are shown here.

The icons in the top right are as follows:

- On-line Ordering Help Facility.
- E-mail facility which will contact the OLO helpdesk.
- Takes you back to the welcome screen above.
- Displays the Terms and Conditions of sale.

The correct way to Log out of OLO.

On the left hand side of the screen you will notice:

Product Search	Enter a keyword or product code into the search box.
Advanced Search	Search via the catalogue sections, keyword or product code.
Index Search	Allows you to select a letter to bring up items beginning with that letter.
Quick Order	Input multiple product codes and quantities to add to the basket.
Promotions	Displays the current OLO promotions.
Browse the Catalogue	Use the on-line catalogue by sections to look up a product.

Tab Options

MY LISTS All Thrifty's top office products and cartridges are stored in this section. The office products will appear automatically. Click on Cartridge List for Ink / Toners

ORDER

Shopping Basket	Where products are stored pending submission of an order.
Order Confirmation	To submit an order.
Order Validation	To enable an administrator to validate any outstanding orders.

ORDER HISTORY

Order Status	Views previous orders placed via internet, phone or fax.
Reg Buys Summary	Displays best selling list of products over 3, 6 and 9 months.

Once you have selected the 'Shopping Basket' the following screen will appear.

The screenshot shows the Lyreco Shopping Basket interface. Callouts provide the following information:

- View products with pictures.** Points to the 'Show pictures' button.
- Enter the required Product code and quantity. Select the Add to Shopping Basket button to validate each product to the order recap table.** Points to the 'Add to Shopping Basket' button.
- Product available in multiple pack sizes.** Points to the dropdown menu for the product 'IMPEGA BUDGET COPIER WHITE A4 PAPER 800SM - BOX OF 5 REAMS (5 X 500 SHEETS)'.
- Removes products from the Shopping Basket.** Points to the 'Empty Shopping Basket' button.

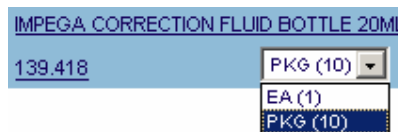
The interface includes a product search bar, a list of product categories on the left, a shopping basket table with columns for Product Code, Item Qty, and Price (GBP), and buttons for 'Save list', 'Empty Shopping Basket', 'Submit order', and 'Print'.

This is the screen where any products that have been added to the basket will be stored.

You can sort the products by Product, Description, Price, Quantity and Reverse Order.

Product available in Multiple Pack Sizes

As you will notice from the Impega Correction Fluid, code 139.418 there is a dropdown icon for the pack size.





This identifies a product available in multiple pack sizes and the system will automatically **default to the pack quantity**. You will need to change the unit of issue from the dropdown option to select an each if preferred.

If there are products stored in the Shopping Basket and you log off, these products will be suspended indefinitely until the next time you login.


The maximum number of lines available on one order is 50. If the customer requires more than 50 lines they will need to place separate orders.

When you have completed your order, you can choose to **Submit**, this will transfer to **Order Confirmation** status. At this stage the order has been written but not confirmed.

Order Confirmation

Mandatory Information :			Account Number : 0001054624	
Contact name :	<input type="text" value="Test Lyreco"/>		OLO TEST ACCOUNT	
Phone Number :	<input type="text" value="28 12"/>		PARK DEER COURT	
Mark order for the attention of :	 <input type="text" value="Miss 0004NAMEV 0004NAME1"/>		DEER PARK COURT	
or key in a new name :	Title	Name	Surname	
	<input type="text" value="Miss"/>	<input type="text" value="0004NAMEV"/>	<input type="text" value="0004NAME1"/>	
I have read and agree to the terms and conditions of Lyreco Ireland Ltd <input checked="" type="checkbox"/>				
Optional Information :				
Send mail by :	TEXT <input checked="" type="radio"/> HTML <input type="radio"/>			
Authoriser's email address :	<input type="text"/>		(Split mail addresses with ;)	
Line note :	<input type="text"/>			
Receive a copy of your order :	<input type="checkbox"/> sionjean@lyreco.com ; jocelyn.lescure@lyreco.com			
Purchase Order Number :	<input type="text"/>			
Requisition number :	<input type="text"/>			
Delivery date :	 <input type="text" value="09/08/2007"/>			
			Bill Payer : 0001054624 OLO TEST ACCOUNT PARK DEER COURT DEER PARK COURT SOUTH STREET 10 1001 RYDALMERE	
			If you are experiencing problems please contact Customer Services on 01 630 4750 Your order will be processed as normal	

This is where you can fill in details to do with the order. Contact name is where you fill in the name of the person who's order it is for, phone number in case of any queries, mark the order for the attention of is who is ordering, you can either select a name from the drop down list or type a new name in the fields. You must tick the box alongside the terms and conditions to ensure you have read them. If you wish to view the terms and conditions again, you can do by clicking the link. They will then open in a new window. You authoriser's email address appears in the next box (This is usually filled already if you have to have authorisation from a purchaser) Purchase order number appears on the invoice and requisition number stays on

OLO. The last field allows the customer to select a delivery date from the small calendar icon  to the right of the field. You can leave this to automatically default to the next working day. If you click the calendar icon you can select a different day up to 2 weeks in advance.

Lists

View products with pictures.

Add line note against a product.

Add product to the Shopping Basket. A grey shopping basket means that the item is already in the basket.

Remove products from the Favourites list.

Product code	Description	Selected	Item Qty	Qty	Actions
105.228	HP C4127A ORIGINAL LASER TONER CARTRIDGE - BLACK	<input type="checkbox"/>	Each	1	[Shopping Basket Icon] [Trash Icon] [Edit Icon]
118.143	IMPEGA LEVER ARCH FILE A4 8CM	<input type="checkbox"/>	Each	1	[Shopping Basket Icon] [Trash Icon] [Edit Icon]
130.008	BIC CRISTAL BALL POINT BLUE PENS 0.7MM LINE WIDTH - BOX OF 20	<input type="checkbox"/>	BOX (20)	1	[Shopping Basket Icon] [Trash Icon] [Edit Icon]
130.021	BIC CRISTAL BALL POINT RED PENS 0.7MM LINE WIDTH - BOX OF 20	<input type="checkbox"/>	BOX (20)	1	[Shopping Basket Icon] [Trash Icon] [Edit Icon]
130.043	BIC CRISTAL BALL POINT BLACK PENS 0.7MM LINE WIDTH - BOX OF 20	<input type="checkbox"/>	BOX (20)	1	[Shopping Basket Icon] [Trash Icon] [Edit Icon]
159.543	IMPEGA BUDGET COPIER WHITE A4 PAPER 80GSM - BOX OF 5 REAMS (5 X 500 SHEETS)	<input type="checkbox"/>	BOX (5)	1	[Shopping Basket Icon] [Trash Icon] [Edit Icon]
161.756	FOLD-BACK PAPER CLIPS BLACK 19MM - PACK OF 12	<input type="checkbox"/>	Each	1	[Shopping Basket Icon] [Trash Icon] [Edit Icon]
175.719	IMPEGA A4 WHITE 4D-RING PRESENTATION BINDER 20MM	<input type="checkbox"/>	Each	0	[Shopping Basket Icon] [Trash Icon] [Edit Icon]
223.322	Test	<input type="checkbox"/>	Each	1	[Shopping Basket Icon] [Trash Icon] [Edit Icon]
316.934	IMPEGA HEAVY DUTY STICKY TAPE DISPENSER FOR 19MM X 33.66M TAPES (NOT INCLUDED)	<input type="checkbox"/>	Each	1	[Shopping Basket Icon] [Trash Icon] [Edit Icon]
323.585	BIC ATLANTIS RETRACTABLE BALL POINT BLACK PENS 0.3MM LINE WIDTH - BOX OF 10	<input type="checkbox"/>	Each	1	[Shopping Basket Icon] [Trash Icon] [Edit Icon]
702.186	HIBACK OPERATORS CHAIR-ARMS CHARCOAL	<input type="checkbox"/>	Each	1	[Shopping Basket Icon] [Trash Icon] [Edit Icon]

The 'My lists' function allows you to store your favourite products in one place. This function saves a vast amount of time searching the system for the required products and saves having any paper lists.

There are two ways to build a list

Method 1:

Add products randomly to a list when they are in the Shopping Basket or in the Search Results Screens by clicking on the Favourites icon:



This will simply update the Favourites List and turn to red to indicate that it is a Favourite product.



Method 2:

Type in the product code you wish to add to Favourites in the **Product Code** field.
Enter the required or normally ordered **Quantity**.
Add a line if you wish – to assist with future ordering e.g. Marketing Dept.
Click on '**Add**' – this will add the product to the list.
Repeat this process for further products.

Trouble Shooting

Suspended Order

To build up an order over a period of time, if the connection to the site times out, or the PC crashes, any items that are in the Shopping Basket will be saved as a Suspended Order.

The next time you log in, the welcome page will be shown with the following message:



Click on View suspended order and you will be taken to the **Shopping Basket**, where the existing order will be displayed. You can then modify, add to the order, suspend it again or submit.

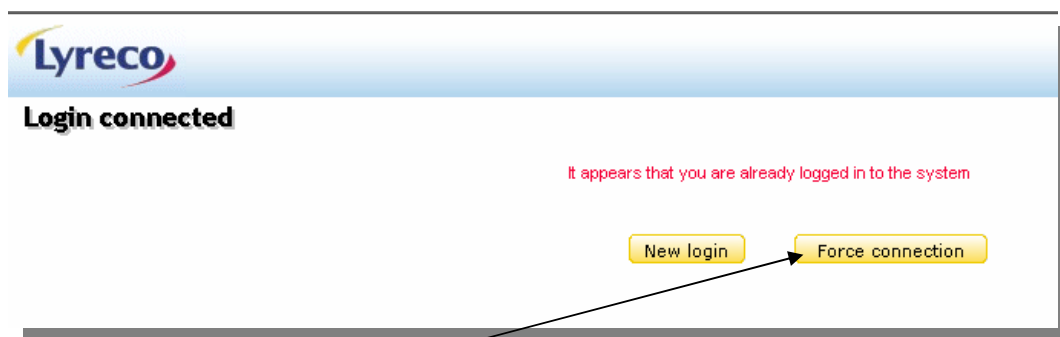
If you do not wish to continue with the order, then whilst in the Shopping Basket select **Empty Shopping Basket**. The message, do you want to delete your order will appear; click on yes and your shopping basket will be emptied.

Force Connection

If you exit the On-line Ordering System **incorrectly**, i.e. by clicking on the , instead of the logout icon:



The on-line ordering system will recognise you as still being logged in. Although this does not cause a problem, the next time you try to login you will see the following error message.



All you need to do is click on **Force Connection** and the existing connection will be terminated and you will be able to log in.

Incorrect Product Code

If you enter an **incorrect product code** the above message will appear

The product code you have entered does not exist. Please try again.

You simply need to search for the correct product code.

Delisted Product



If faced with this message, it means you are trying to place an order for a product that has been **discontinued** and is no longer available. You will need to order an alternative product instead.

FREQUENTLY ASKED QUESTIONS

- Q.** Can't log on to the Lyreco website via the Besley & Copp
- A.** Please contact John Kerrigan on 01392 477 137 who will answer all technical questions.
- Q.** Can't find the product I need?
- A.** Please contact Kelly Sheperdon at Thrifty HQ or call Lyreco customer services on 0845 767 6999
- Q:** After a period of inactivity OLO seems to crash out and I see an error message. Why is this?
- A:** *OLO has a 15 minute inactive timeout. This means that if you leave the system inactive for fifteen minutes, it will log you out. This is to ensure a good response time by not having 'ghost' users and this is also for security reasons..*
- Q:** When OLO crashes, either after time-out or for a technical reason, will I lose my order?
- A:** *As long as your order is in the shopping basket then it will be saved as a suspended order. If you were at order submission stage, the order will reappear in the shopping basket as a suspended order.*
- Q:** I want to check that my order 'got through' to Lyreco, can I do this?
- A:** *Yes, if you have the Order Status option on your system the order will be shown here and state the stage it is at in the order cycle, including status of awaiting administrator approval.*
- Q:** Why do 'Back' buttons not work on the OLO site. How do I navigate?
- A.** *Back buttons do not work because Lyreco's online ordering system deals with live stock directly through our SAP system. The way that PCs cache information can result in incorrect product quantities being saved in the shopping basket, or the correct stock check process not being carried out. Back and Forward browser button used cached, not live information. Therefore, to move to the previous screen, you are encouraged to choose relevant menu options and action buttons in order to avoid problems with orders.*
- Q.** Sometimes when I try to log in I see an error message which states that I am already logged into the system, but I know that I am not. Why does this happen?
- A.** *It usually means that you have not logged out correctly using the downward arrow option in the top right corner of the screen. If you have used the x to close the internet the session may still be connected to Lyreco, therefore you will need to force a connection to break the previous connection. It is also worth checking that no one else has access to your login and password.*
- Q.** Is OLO secure?
- A.** *OLO is secured with SSL (Secure Sockets Layer) 128bit encryption at login and order confirmation.*